



NEWS RELEASE

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PACT Summit Exhibits to Highlight Consumer Protection Efforts

Department of Consumer Affairs Will Offer Public A View of Its Most Important Programs

SACRAMENTO – Exhibits highlighting several facets of the Department of Consumer Affairs' efforts to protect Californians will coincide with a weeklong summit of workshops and forums for licensing board members, licensees and consumers.

The summit, dubbed PACT for Professionals Achieving Consumer Trust, will be held November 17-21 at the Westin Los Angeles Airport hotel, 5400 West Century Boulevard. It will be hosted by the California Department of Consumer Affairs (DCA) and the California Consumer Affairs Association.

The exhibits will be available for viewing November 18-20, also at the Westin. It will feature exhibits from some of DCA's largest licensing boards and bureaus, and most significant consumer protection programs. Exhibitors include:

- *Department of Consumer Affairs*

The California agency that oversees more than 40 regulatory bodies that license 2.4 million people in California, ranging from cosmetologists and pharmacists to auto repair shops and security guards.

- *Contractors State License Board*

This Board will offer consumer information on how to become a licensed contractor and how consumers can avoid being ripped off by unlicensed or unscrupulous contractors.

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California's Professional Licenses Take Centerstage at PACT summit

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- *Barbering and Cosmetology Bureau*

As its name implies, this Bureau licenses professionals in the beauty industry. In addition to answering consumer and licensee questions, students at Bureau-approved cosmetology schools will offer free manicures to the public on Tuesday, Nov. 18. On Wednesday, Nov. 19, there will be demonstrations on how whirlpool foot spas used for pedicure are to be cleaned properly.

- *Bureau of Automotive Repair*

As the licensing agency for California's auto repair shops, the Bureau will offer consumers information on what to look for when going into a shop for an auto repair, and how to resolve problems. It will also give out licensing information.

- *Arbitration Certification Program*

The program oversees a dispute resolution process by which warranty disputes between motor vehicle manufacturers and consumers are resolved by neutral arbitrators.

- *BrEZE - Department of Consumer Affairs*

This developing DCA program to promote I-Licensing aims to allow licensees to have all their licensing needs fulfilled on the Internet.

- *Unlicensed Activity Program*

DCA's Unlicensed Activity Program will give consumers information about the dangers of using unlicensed professionals, tradespeople and businesses as well as information about the cost of unlicensed activity to licensed professionals and businesses.

- *Board of Behavioral Sciences*

The Board will offer consumers information on all aspects of the mental health profession.

- *Board for Geologists and Geophysicists*

Licensees of this Board are vital to both consumers and industry. They ensure that houses, schools and hospitals are built in safe locations, find and develop oil and gas fields and industrial mineral/precious metal mines and increase our supplies of fresh groundwater.

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In addition to DCA's exhibits, Wise and Healthy Aging, a nonprofit organization that promotes health issues with deep roots in the Los Angeles Westside and surrounding communities, will also have a booth.

"We hope the exhibits will give consumers, licensees and potential licensees a good primer on the mission of the Department of Consumer Affairs: protecting the health and safety of consumers and a fair marketplace for businesses and professionals," said DCA Director Carrie Lopez.

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